Terms and Conditions – 2021 Residential (Gap 4, 6, 10 & 14 week) Winter Courses

1. Acceptance of the terms and conditions
   a) Upon completion of the booking form either offline or online, you accept these Terms and Conditions of the booking.
   b) Your booking form is to be accompanied by a minimum £500 non-refundable, non-transferable deposit.

2. Payment. The payment structure for the winter residential courses is as follows. Once paid, a deposit, instalment or balance is non-refundable. Once a deadline is passed you will be liable for an instalment payment whether you attend the course or not. Please note that if you make a booking after an instalment deadline has passed, you will immediately be liable for all instalment payments due up to your booking date.
   a) Initial deposit, to be paid on application - £500
   b) Second instalment, to be paid by 30/07/2020 - £2000
   c) Third instalment, to be paid by 30/09/2020 - £2500 for 5, 6, 10 & 14 week courses, not applicable for 4 week courses.
   d) Balance, to be paid by 15/11/2020 – cost determined by the type of course booked. See your members area for details.
   e) If you arrive at resort, having not paid the balance, as detailed on your invoice for your course, you will NOT be accepted on to the course. You will remain liable for all outstanding balances.

3. Cancellations
   In the event that you cancel your course booking, the following conditions will strictly apply
   a) If you cancel at any stage following making a booking, you will forfeit the deposit.
   b) Once a course is confirmed, you will be sent a welcome pack and an invoice for the second instalment which is payable immediately. If you cancel after this period, you will forfeit the second instalment.
   c) On 30/09/2020 you will be liable for the third instalment. If you cancel after this period, you will forfeit the third instalment.
   d) On 15/11/2020 you will be liable for the balance. If you cancel after this period, you will forfeit the entire cost of the course.
   e) If you book once any of these deadlines have passed, you will be immediately liable for any payments up to these deadlines.
   f) If you decide to cancel your booking, cancellation will not be effective until received in writing at the ICE Office by fax, email or letter. Verbal instructions to cancel are not acceptable and will not be acted upon by the ICE Office.

4. Administration
   a) All course invoices and resources will be sent to the address supplied on your booking form.
   b) It is your responsibility to keep the ICE office informed of any change of address after booking on to a course. This must be confirmed in writing by fax, email or letter to the ICE office.

5. If ICE decides to cancel your course, ICE will reimburse you where necessary and appropriate.

6. ICE reserves the right to remove you from the course if:-
   a) you are found to exhibit behavior which is deemed to be inappropriate, unprofessional and/or detrimental to ICE and BASI;
   b) you are found to be under the influence of alcohol, drugs or addictive substances, during course contact time.

7. ICE will not be liable for any physical or financial hardship which may be incurred whilst attending an ICE course.

8. All students must be insured for their course.

9. No monies will be refunded by ICE in the event of an injury sustained either before, or whilst participating, in the course, where injury leads to curtailment of the course; in this instance, it is necessary to make an insurance claim.

10. ICE reserves the right to refuse training to any applicant who, in the opinion of ICE:
    a) does not meet, or is not likely to meet, the minimum standard for the appropriate grade.
    b) is unsuitable for Snowsport Instructor training.

11. In the event that an applicant is refused training on the basis of paragraph 10, no monies will be refunded.

12. In the event that weather conditions or other circumstances beyond the control of ICE force the cancellation of a training session during a course, ICE shall not be liable to refund or re-schedule the session.

13. You agree, that except for death or personal injury arising through the negligence of ICE, ICE shall not be liable for any loss or damage arising whether in respect of death, bodily injury, illness suffered or loss, costs or damages or expenses incurred.

14. In the event of currency fluctuations between Sterling and the Euro, ICE reserve the right to alter the pricing of courses after they have been initially advertised and after bookings have been made if necessary.

15. Anyone who completes a booking form, to apply to attend an ICE course, is agreeing to abide by these aforementioned conditions.
Terms and Conditions – 2020/2021 Independent Courses

1. Acceptance of the terms and conditions
   a) An independent course is defined as a BASI Level 1, BASI Level 2 or Masterclass Performance Course, where an accommodation package and lift pass is not part of the course.
   b) Upon completion of the booking form either offline or online, you accept these Terms and Conditions of the booking.
   c) Your booking form is to be accompanied by a minimum £150 non-refundable, non-transferable deposit for BASI courses OR
      The full cost of the course for Masterclass courses.

2. Payment. The payment structure for the winter residential courses is as follows. Once paid, a deposit, instalment or balance is non-refundable. Once a deadline is passed you will be liable for an instalment payment whether you attend the course or not. Please note that if you make a booking after an instalment deadline has passed, you will immediately be liable for all instalment payments due up to your booking date.
   a) Initial deposit, to be paid on application:
      £150 for BASI courses plus membership fees where applicable OR
      Full cost for Masterclass courses.
   b) Balance for BASI courses to be paid within 10 days of receiving course confirmation and related invoice – amount determined by course cost.
   c) If you arrive at resort, having not paid the balance, as detailed on your invoice for your course, you will NOT be accepted on to the course. You will remain liable for all outstanding balances.

3. Cancellations
   In the event that you cancel your course booking, the following conditions will strictly apply
   a) If you cancel at any stage following making a booking, you will forfeit:
      The deposit if booked on a BASI course OR
      The full cost of the course if booked on a Masterclass course.
   b) Once a BASI course is confirmed, you will be sent a confirmation email and an invoice for the balance payment which is payable immediately. If you cancel after this period, you will forfeit the balance.
   c) Non-payment of the balance within the stated deadline may lead to your place being given to somebody else. In the event of this happening, you will still be liable for the balance on a course and your credit card may be debited to the amount of the balance.
   d) Non-payment of the balance may also render you unable to book ICE or BASI course in the future.
   e) If you decide to cancel your booking, cancellation will not be effective until received in writing at the ICE Office by fax, email or letter. Verbal instructions to cancel are not acceptable and will not be acted upon by the ICE Office.

4. Administration
   a) All course invoices and resources will be sent via email to the address supplied on the booking form.

5. Course Confirmation
   a) Confirmation of your place on the course will be communicated by email from the ICE office. It is important that you do not book flights or accommodation before receiving this communication. ICE is not responsible for any costs incurred for any third party services purchased.
   b) If ICE decides to cancel your course, ICE will reimburse you where necessary and appropriate.

6. ICE reserves the right to remove you from the course if:-
   a) you are found to exhibit behavior which is deemed to be inappropriate, unprofessional and/or detrimental to ICE and BASI;
   b) you are found to be under the influence of alcohol, drugs or addictive substances, during course contact time.

7. ICE will not be liable for any physical or financial hardship which may be incurred whilst attending an ICE course.

8. All students must be insured for their course.

9. No monies will be refunded by ICE in the event of an injury sustained either before, or whilst participating, in the course, where injury leads to curtailment of the course; in this instance, it is necessary to make an insurance claim.

10. ICE reserves the right to refuse training to any applicant who, in the opinion of ICE:
    a) does not meet, or is not likely to meet, the minimum standard for the appropriate grade.
    b) is unsuitable for Snowsport Instructor training.

11. In the event that an applicant is refused training on the basis of paragraph 6 or 10, no monies will be refunded.

12. In the event that weather conditions or other circumstances beyond the control of ICE force the cancellation of a training session during a course, ICE shall not be liable to refund or re-schedule the session.

13. You agree, that except for death or personal injury arising through the negligence of ICE, ICE shall not be liable for any loss or damage arising whether in respect of death, bodily injury, illness suffered or loss, costs or damages or expenses incurred.

14. In the event of currency fluctuations between Sterling and the Euro, ICE reserve the right to alter the pricing of courses after they have been initially advertised and after bookings have been made if necessary.

15. Anyone who completes a booking form, to apply to attend an ICE course, is agreeing to abide by these aforementioned conditions.
ADDENDUM - COVID-19 specific clause.

The standard terms and conditions of booking will be maintained with the following Covid-specific clause.

Circumstances under which ICE reserve the right to cancel the course.

- There is a significant Covid-19 outbreak in Val d’Isere
- France imposes border legislation which imposes a quarantine period on those entering France.
- Resort closure.

NB. In the scenario that an *inbound quarantine* is put in place for students’ return home post-course, the course can still be delivered. This is not considered a reason to cancel the course and no refund would apply. Students are advised not to book a course place if they cannot adapt to such a scenario.

Refund policy

10 week full-time course, start date 03/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Refund Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>On or before 02/01/2021</td>
<td>£8995</td>
</tr>
<tr>
<td>Departure between 03/01/2021– 09/01/2020</td>
<td>£7285</td>
</tr>
<tr>
<td>Departure between 10/01/2021– 16/01/2020</td>
<td>£6475</td>
</tr>
<tr>
<td>Departure between 17/01/2021– 23/01/2020</td>
<td>£5665</td>
</tr>
<tr>
<td>Departure between 24/01/2021– 30/01/2020</td>
<td>£4855</td>
</tr>
<tr>
<td>Departure between 31/01/2021– 06/02/2020</td>
<td>£4045</td>
</tr>
<tr>
<td>Departure between 07/02/2021– 13/02/2020</td>
<td>£3235</td>
</tr>
<tr>
<td>Departure between 14/02/2021– 20/02/2020</td>
<td>£2425</td>
</tr>
<tr>
<td>Departure between 21/02/2021– 27/02/2020</td>
<td>£1615</td>
</tr>
<tr>
<td>Departure between 28/02/2021– 06/03/2020</td>
<td>£805</td>
</tr>
</tbody>
</table>

10 week part-time course, start date 03/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Refund Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>On or before 02/01/2021</td>
<td>£8495</td>
</tr>
<tr>
<td>Departure between 03/01/2021– 09/01/2020</td>
<td>£6880</td>
</tr>
<tr>
<td>Departure between 10/01/2021– 16/01/2020</td>
<td>£6115</td>
</tr>
<tr>
<td>Departure between 17/01/2021– 23/01/2020</td>
<td>£5350</td>
</tr>
<tr>
<td>Departure between 24/01/2021– 30/01/2020</td>
<td>£4585</td>
</tr>
<tr>
<td>Departure between 31/01/2021– 06/02/2020</td>
<td>£3820</td>
</tr>
<tr>
<td>Departure between 07/02/2021– 13/02/2020</td>
<td>£3055</td>
</tr>
<tr>
<td>Departure between 14/02/2021– 20/02/2020</td>
<td>£2290</td>
</tr>
<tr>
<td>Departure between 21/02/2021– 27/02/2020</td>
<td>£1525</td>
</tr>
<tr>
<td>Departure between 28/02/2021– 06/03/2020</td>
<td>£760</td>
</tr>
</tbody>
</table>

6 week course, start date 03/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Refund Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>On or before 02/01/2021</td>
<td>£6895</td>
</tr>
<tr>
<td>Departure between 03/01/2021– 09/01/2020</td>
<td>£5170</td>
</tr>
<tr>
<td>Departure between 10/01/2021– 16/01/2020</td>
<td>£4140</td>
</tr>
<tr>
<td>Departure between 17/01/2021– 23/01/2020</td>
<td>£3105</td>
</tr>
<tr>
<td>Departure between 24/01/2021– 30/01/2020</td>
<td>£2070</td>
</tr>
<tr>
<td>Departure between 31/01/2021– 06/02/2020</td>
<td>£1035</td>
</tr>
</tbody>
</table>

6 week course, start date 31/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Refund Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>On or before 30/01/2021</td>
<td>£6895</td>
</tr>
<tr>
<td>Departure between 31/01/2021– 06/02/2020</td>
<td>£5170</td>
</tr>
<tr>
<td>Departure between 07/02/2021– 13/02/2020</td>
<td>£4140</td>
</tr>
<tr>
<td>Departure between 14/02/2021– 20/02/2020</td>
<td>£3105</td>
</tr>
<tr>
<td>Departure between 21/02/2021– 27/02/2020</td>
<td>£2070</td>
</tr>
<tr>
<td>Departure between 28/02/2021– 06/03/2020</td>
<td>£1035</td>
</tr>
</tbody>
</table>
4 week course start date 03/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

1. On or before 02/01/2021 there will be a refund of £8395
2. Departure between 03/01/2021 – 09/01/2020 there will be a refund of £6804
3. Departure between 10/01/2021 – 16/01/2020 there will be a refund of £4536
4. Departure between 17/01/2021 – 30/01/2020 there will be a refund of £3780
5. Departure between 01/02/2021 – 06/02/2020 there will be a refund of £5292
6. Departure between 07/02/2021 – 13/02/2020 there will be a refund of £3395
7. Departure between 14/02/2021 – 01/03/2020 there will be a refund of £1195
8. Departure between 02/03/2020 – 05/03/2020 there will be a refund of £895
9. Departure between 06/03/2020 – 09/03/2020 there will be a refund of £595
10. Departure between 10/03/2020 – 14/03/2020 there will be a refund of £295

4 week course start date 17/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

1. On or before 16/01/2021 there will be a refund of £4895
2. Departure between 17/01/2021 – 23/01/2020 there will be a refund of £3395
3. Departure between 24/01/2021 – 30/01/2020 there will be a refund of £2295
4. Departure between 31/01/2021 – 06/02/2020 there will be a refund of £1195

Level 3 and Level 4 residential courses start date 03/01/2021.
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of departure from resort.

1. On or before 02/01/2021 there will be a refund of £8395
2. Departure between 03/01/2021 – 09/01/2020 there will be a refund of £6804
3. Departure between 10/01/2021 – 16/01/2020 there will be a refund of £6048
4. Departure between 17/01/2021 – 23/01/2020 there will be a refund of £5292
5. Departure between 24/01/2021 – 30/01/2020 there will be a refund of £4536
6. Departure between 31/01/2021 – 06/02/2020 there will be a refund of £3780
7. Departure between 07/02/2021 – 13/02/2020 there will be a refund of £3395
8. Departure between 14/02/2021 – 20/02/2020 there will be a refund of £3780*
9. Departure between 21/02/2021 – 27/02/2020 there will be a refund of £3024
10. Departure between 28/02/2021 – 06/03/2020 there will be a refund of £2268
11. Departure between 07/03/2021 – 13/03/2020 there will be a refund of £1512
12. Departure between 14/03/2021 – 20/03/2020 there will be a refund of £756

*If the option to stay in Val d’Isere during the period between 07/02/2020 and 20/02/2020 is taken the additional refunds will apply:

1. Departure between 03/01/2021 – 06/02/2020 there will be a refund of an additional £1350
2. Departure between 03/01/2021 – 13/02/2020 there will be a refund of an additional £675

Extras paid and Discounted courses.
If extra items such as accommodation upgrades, extended lift passes or other extra costs mean that the total payment made is more than the cost of the standard course listed above, the refund owing will be calculated on a pro-rata basis of the amount paid using the same calculation as the standard refund terms.

If a course is discounted because certain course items are removed and the total payment made is less than the cost of the standard course listed above, the refund owing will be calculated on a pro-rata basis of the amount paid using the same calculation as the standard refund terms.

Independent Courses – BASI Level 1, Level 2, BASI Coaching Course, Mountain Safety Course, Masterclass performance courses
If the course is cancelled for any of the above reasons the following refund terms will apply depending on the date of cancellation.

a) Before the start date of the course, there will be a full refund on the cost of the course.
b) If the course is two weeks in duration and the course is cancelled before the start of the second week, the amount refunded will be 50% of the course cost.
c) If the course is two weeks in duration and the course is cancelled on or after the start date of the second week, there will be no refund.
d) If the course is one week in duration (seven days or less) and the course is cancelled on or after the start date of the course, there will be no refund.

ICE has COVID-19 specific agreements in place with its service providers. These agreements allow ICE to refund on a pro rata basis. In the event that a service provider breaks this agreement ICE reserves the right to withhold pro rata refunds until ICE is recompensed by the provider.

ICE will not be responsible for any additional costs to the student that occur as a result of COVID-19.